

ABSTRACT OF THE INVENTION

In automated alternative dispute resolution, a communication from a party is automatically received, the communication being a portion of a pre-defined dispute resolution process, the communication is processed, and returned to the party. A comment relating to an automated alternative dispute resolution process is automatically provided by determining that an action or inaction by a subject has occurred in a pre-defined dispute resolution process, preparing a comment about the subject's action or inaction, and sending the comment to a comment collection system. A record is automatically prepared for an alternative dispute resolution process by collecting communications between an automated alternative dispute resolution system and at least one of the parties to the dispute, automatically summarizing the collection of communications, and presenting the summary and the collection of communications to a dispute resolver.